

Access Statement – Thistle London Heathrow

Property:

Thistle London Heathrow
Bath Road, Longford
West Drayton UB7 0EQ (SATNAV use UB7 0ET)

Pre-Arrival

Phone, fax & email:

Phone: 0800 330 8086/+44 207 523 5056
Fax: 0800 376 9124/+44 207 523 5076
E-mail: from the Contact us page on the hotel website

Alternative format information (available at the hotel)

- Large print
- Website accessibility (eg: font can be enlarged)
- An Access Statement is available on-line.

Information about accessible public transport:

Accessibility of London and UK railway stations can be found at the following link:
www.nationalrail.co.uk/passenger_services/disabled_passengers/. An example can be seen for London Paddington Station: www.nationalrail.co.uk/stations/pad/details.html.

The nearest underground station is on the Piccadilly line at Heathrow Airport Terminal 5.

Information about step free underground stations can be found at:

www.tfl.gov.uk/assets/downloads/step-free-tube-guide-map.pdf

London's black cabs are wheelchair accessible and most have additional features to assist passengers. More information is available at:

www.tfl.gov.uk/gettingaround/taxisandminicabs/taxis/1136.aspx

There is no courtesy transport for guests at this hotel.

Shopmobility is a scheme whereby users can hire a wheelchair or scooter to enable them to shop in comfort. Details of how this scheme operates are available from The National Federation of Shopmobility (NFSUK) which has a list of members:

www.shopmobilityuk.org/ShowSite.asp?Routine=List&UserId=S00106&FontSize=80 - for example Hounslow.

Public areas on the ground floor are accessible by wheelchair from the main entrance. Access to the breakfast room and restaurant on the first floor are only accessible by stairs. There is currently no lift access within the hotel to this level. Our friendly staff will be more than happy to serve you food in the lounge to overcome this.

There are 266 bedrooms at this hotel, none of which are currently designated for wheelchair using guests. There are however 132 bedrooms on the ground floor. Details of bedrooms are provided further on.

Please contact the Thistle London Heathrow to ask about the nearest hotel offering designated wheelchair accessible bedrooms. Alternatively why not try OpenBritain: www.openbritain.net.

Advice about evacuation should you need assistance (in the unlikely event of an emergency) should be discussed directly with the hotel.

Arrival & Car Parking

The hotel has 4 x 3.6m wide designated accessible bays for hotel guests between 30-50m from the entrance.

Assistance may be required by some to gain access to and from the car park. Please contact the hotel reception on arrival if you need assistance. All guests including Blue Badge holders are required to pay for parking at this hotel.

It is also possible to find out about designated on-street accessible parking spaces in the area by visiting <http://bluebadge.direct.gov.uk>.



Entrance & Reception

There is wheelchair access at the main hotel entrance, with a dropped kerb outside.

There are automatic sliding doors at the entrance 1260mm clear opening.

The hotel doors are supervised 24 hours a day.



The reception desk is on the right hand side within the entrance. Seating is available nearby. The reception desk is 1070mm high. There is an induction loop for hearing aid users, but a sign may not be on display. Additional room keys are available on request.

On check-in, disabled guests will be asked to complete a Personal Evacuation Plan Questionnaire in consultation with the Guest Relations Manager. All information provided will be treated in the strictest confidence. A letter detailing this is made available to disabled guests on arrival. If you are likely to require assistance in the unlikely event of an evacuation please do notify us on arrival. We would also ask guests with a hearing loss to let us know so that we can provide assistive equipment during your stay.



Public Areas

Some public areas are situated on the ground floor, including the hotel lounge, public WCs (including a designated wheelchair accessible WC), bedrooms and meeting rooms.

The RunWay View restaurant and RunWay View bar are situated on the 1st floor. Currently we do not have wheelchair access to the 1st floor and the hotel does not have a lift. (Picture of Runway View restaurant and bar (below)). There is no designated accessible WC beside the restaurant and bar or in the conference block. There is seating with and without armrests, and the tables have clear space beneath them of at least 720mm.



Breakfast and a variety of hot food & drinks can be served in the lounge area . (Beside reception on the Ground Floor) - Picture of Lounge (Right)



Public WCs

Public WCs – including a designated accessible WC are situated on the ground floor – beside reception. The door to the designated accessible WC is 820mm clear opening. The door opens inwards, and there is an open lobby opposite the door. There is clear floorspace in the room of 1800 x 2400mm.

The basin is situated across the far side of the room. There is 1 x vertical rail beside the basin. The basin is fitted with 2 x lever operated taps.

There is lateral (sideways) transfer to the WC of 900mm to the right. The height of the WC seat is 430mm. There is a fold down rail and vertical rail on one side of the pan and a horizontal rail on the other.

There is currently no shelf beside the WC or strobe light linked to the fire alarm system.

Currently there is no emergency cord in the room beside the WC that is linked to reception.

Leisure Centre

There is currently no gym facility at this property and unfortunately there is no local external leisure centre available.

Routes to Bedrooms & Some Smaller Meeting Rooms

There are two approach routes for the bedrooms and some smaller meeting rooms (Caravelle Room; Convair; Syndicate Rooms 1, 2 & 3).

There is a **tight turn** from reception (illustrated before, left image).

There is a permanent 4.3m long internal 1:12 ramped corridor (illustrated below right). The corridor is 800mm wide, with doors that are a minimum of 700mm clear opening. **Assistance may be required.**



Alternatively there are 2 x steps (1 x 190mm and 1 x 140mm) with handrails to both sides to reach the bedrooms and small meeting rooms.

A temporary ramp is currently available for these steps. It has a gradient of 1:7, is 2160mm long x 920mm wide. If assistance is required to use the ramp, staff will be pleased to offer assistance.



There is only a staircase to reach the bedrooms on the 1st floor. There are 8 + 7 steps with a landing and handrails to both sides of the staircase.



Conference & Meeting Rooms

Some smaller meeting rooms (Caravelle Room; Convair; Syndicate Rooms 1, 2 & 3) are on the ground floor on the bedroom corridor from reception. These have doors that are **700-750mm** clear opening, with 1400mm clear space opposite the doors.



Other meeting rooms are situated in the conference block across the forecourt of the car park from the hotel.

The route across the car park is generally level, there is however a nosing on the kerb outside the entrances of between 15-40mm. **Please take extra care on approach.**

Doors to the Longford and Aviation Suites are a minimum of 820mm clear opening.

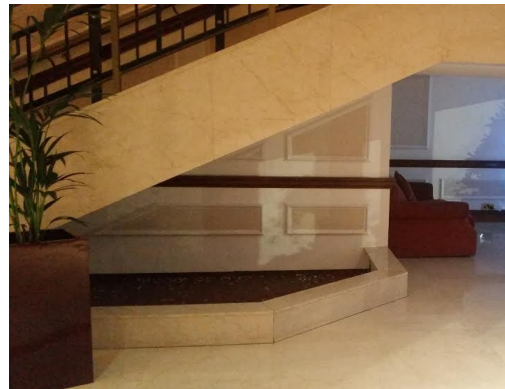
Staff would be pleased to offer assistance to those unable to reach this area unaided.

Standard men's and women's WCs are available in the conference block.

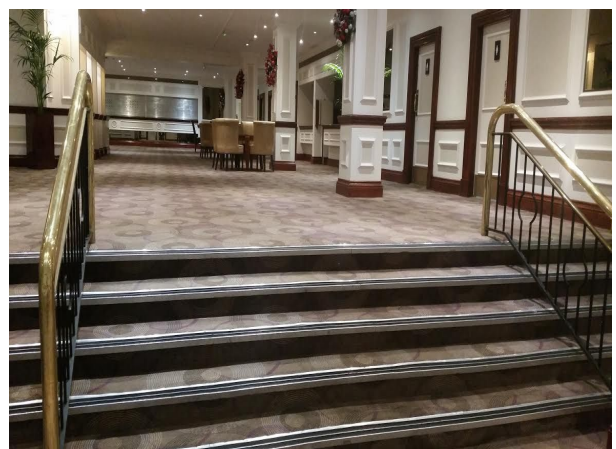
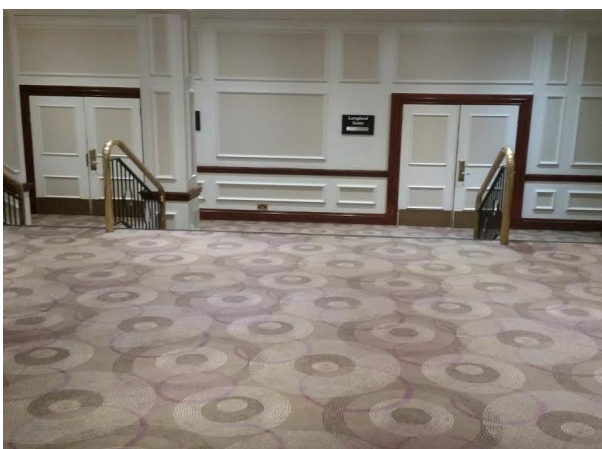
There are also two staircases between the ground and 1st floor, both have handrails to at least one side. These staircases lead to the restaurant/bar.



Please note:
There are some areas with a low ceiling height, for example under the staircase. There are warning signs and hazard tape when the area is in use. Please take extra care at these areas.



There are 5 x steps (with handrails) down to the Longford, Johnson, Bleriot and Curtiss rooms.



There are double door sets to the meeting rooms at least 700mm clear opening each leaf.

Support services including a loop system can be arranged when booking meeting rooms. Staff would be pleased to offer assistance to those unable to reach these areas unaided.

Bedrooms

There are 266 bedrooms at this hotel, none of which are currently designated for wheelchair using guests. There are however 132 bedrooms on the ground floor. Please contact the hotel prior to your arrival date and we will do our very best to allocate a room on the ground floor as close to reception as possible.

- Door handles and keyways are between 1100-1230mm above the floor.
- The door viewer is for use at a standing height only.
- There is clear floorspace in the room of up to 1200x1150mm, with clear space of 500mm to each side of the bed.
- There are no specific adaptations in the room, apart from having text channels on the TV. (Four text enabled channels.)
- Beds are 600mm high to the top of the mattress.
- There is clear space under the desk of 580mm.
- There is no strobe light linked to the fire alarm system, or emergency button linked to reception.
- Assistance may be required by some guests to open and close the curtains. Please contact reception if you require any assistance.

(Above information is based on the majority of bedrooms)



Ensuite Bathroom & WC

No bathrooms are currently designated for wheelchair using guests.

The door is 620mm clear opening (Room 401) into the bathroom, with 1180mm clear space opposite the door.

There is a 30mm high threshold at the doorway.

There is clear floorspace of 810x610mm within the room (the door opens inwards). As these rooms are not designated as wheelchair accessible there no specific space for transfer to the WC or bath.



There is a lever operated mixer tap at the basin. **There are currently no support rails for the basin.**

There is a lever operated mixer tap on the bath. Bath tubs in many rooms do have integral hand grips.

The height of the bath rim is 520mm. There is 610mm space beside the bath.



There is a single angled rail (350mm long) above the bath, beside the shower. The shower has a fixed head, but there may be a hose available to attach to the bath tap. Currently there is no strobe light linked to the fire alarm system in the bathrooms.

here is 610mm space beside the WC.
The height of the WC seat is 420mm.
There are currently no support rails for the WC.
The floor surface is tiled.



Assistive equipment for the bathroom includes:

- A step with an integral handrail to use for entry into the bath.
- A non-slip bath mat.(On request)
- A bath stool / seat (illustrated). (On request)

Sensory Equipment





A portable induction loop for hearing aid users (illustrated).

Additional Information

Your health, comfort and safety are of the utmost importance to us, therefore hotel staff have received disability awareness training. Please do contact our Guest Relations Manager if there is something that needs our attention. We will endeavour to ensure that your individual needs are met wherever reasonably possible.

However, as with all hotels, some services and equipment are subject to operational constraints (eg: lifts and other access equipment requiring service at short notice).

Disclaimer

Every effort has been made to ensure the accuracy of this Access Statement which has been prepared in good faith.

In the event that any of the hotel specifications described in this Access Statement are either not available or are not as stated at the time of your stay at the hotel, with the result that your stay is materially impaired, we will do our very best to provide you with a proper solution. Please raise the matter with the hotel at the time as it is almost always easier to provide a satisfactory solution then.

The Hotel does not accept any liability for any indirect or consequential loss or damage, such as loss of income, profits, or goodwill whether in tort (including without limitation negligence), contract or otherwise in connection with the information contained herein, save that nothing in this disclaimer shall exclude liability for death or personal injury as a result of its negligence or for any damage incurred as a result of fraud or fraudulent misrepresentation or any other liability the exclusion or limitation of which is prohibited by law.